

Adults' Perception of Access by RSN

Operational Definition: Percentage of adults agreeing or strongly agreeing with the items on the MHSIP Consumer Survey-Access Scale by RSN.

Rationale for Use: Timely and convenient access to services is a major value held by the public mental health system and is a major factor in ensuring that intervention occurs as soon as possible to prevent further deterioration in a person's health and well-being.

Operational Measures: The percentage of adults (18 years or above) with an average score greater than 3.5 (agree/strongly agree) on items 4, 5, 6, 7, 8, and 9 on the MHSIP Adult Consumer survey by RSN.

- ◆ Six items are used to construct the Access to Services Scale:
 - ◇ (4) The location of services was convenient.
 - ◇ (5) Staff were willing to see me as often as I felt necessary.
 - ◇ (6) Staff returned my calls within 24 hours.
 - ◇ (7) Services were available at times that were good for me.
 - ◇ (8) I was able to get all the services I thought I needed.
 - ◇ (9) I was able to see a psychiatrist when I wanted to.

Formula:

Take the average of items 4, 5, 6, 7, 8, and 9.

Number of adults with an average score within respective ranges
on items 4, 5, 6, 7, 8, and 9 by RSN

Number of respondents to the survey by RSN

Discussion: This indicator shows the percentage of adults who agree or strongly agree that services are accessible by RSN. For FY04, the overall agreement rate was 65.3% and varied by RSN from a low of 51.4% to a high of 74.6% agreeing.

Data Notes:

- ◆ Data Source is MHSIP Consumer Survey.
- ◆ The MHSIP Consumer Survey is a confidential, self-reported measure conducted every other year. The survey was conducted in the Spring of 2004.
- ◆ Adults 18 years or older complete the MHSIP Consumer Survey.
- ◆ Trained telephone interviewers conducted the survey using the CATI system.
- ◆ Copies of reports and toolkits are available on the Mental Health Division's website (<http://www1.dshs.wa.gov/Mentalhealth>) or the Washington Institute's Webpage (<http://depts.washington.edu/wimirt/Publications.htm>).
- ◆ The items used to construct the scale for this indicator is based on the most recent MHSIP survey workgroup recommendations. The scale differs from the scale used in the Perceptions of Mental Health Services – 2004 Adult Consumer Survey report.

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Access V.B.

Calc. SPSS

RSN	Adult's Perception of Access FY02				Adult's Perception of Access FY04			
	Total	Strongly Disagree/ Disagree	Undecided	Strongly Agree/ Agree FY02	Total	Strongly Disagree/ Disagree	Undecided	Strongly Agree/ Agree FY04
		%	%	%		%	%	%
Northeast	33	6.1%	15.2%	78.8%	31	9.7%	38.7%	51.6%
Grays Harbor	35	0.0%	28.6%	71.4%	19	10.5%	31.6%	57.9%
Timberlands	34	2.9%	20.6%	76.5%	59	8.5%	33.9%	57.6%
Southwest	70	1.4%	15.7%	82.9%	76	9.2%	25.0%	65.8%
Chelan / Douglas	13	0.0%	0.0%	92.3%	32	21.9%	21.9%	56.3%
North Central	59	3.4%	27.1%	69.5%	41	7.3%	31.7%	61.0%
Thurston / Mason	67	6.0%	25.4%	68.7%	70	15.7%	32.9%	51.4%
Clark	116	4.3%	11.2%	84.5%	100	5.0%	32.0%	63.0%
Peninsula	111	2.7%	27.9%	69.4%	132	13.6%	26.5%	59.8%
Spokane	153	3.3%	17.0%	79.7%	189	6.9%	18.5%	74.6%
Greater Columbia	297	3.4%	14.1%	82.5%	291	8.2%	19.9%	71.8%
Pierce	263	2.7%	17.1%	80.2%	164	5.5%	24.4%	70.1%
North Sound	261	5.4%	20.7%	73.9%	175	12.6%	25.1%	62.3%
King	494	3.4%	22.5%	74.1%	528	9.7%	26.1%	64.2%
Statewide	2,006	3.6%	19.3%	77.1%	1,907	9.4%	25.3%	65.3%

